

# Making Government Work

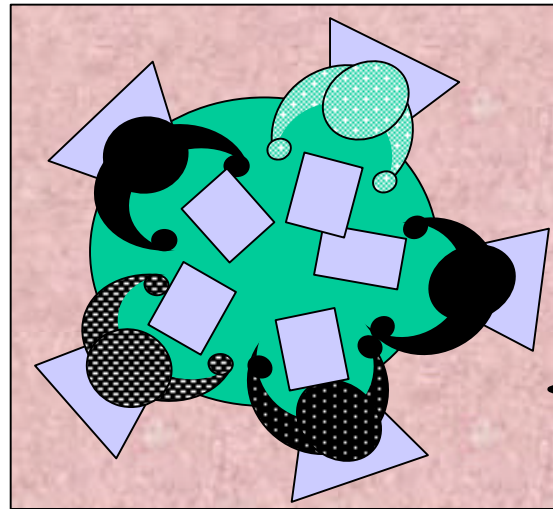
What citizens said ... and how the plan responds.

*"Agencies should be more responsive to citizen needs and comments."*

- Plan includes a customer service strategy to ensure that the agencies recruit and develop high quality employees.
- These employees will be knowledgeable about services provided, and committed to providing quality customer service.

*"Government buildings need to be repaired and cleaned up."*

- The District Government will centralize the management of all properties.
- This will improve their physical condition, their security, the allocation of space, and the distribution of offices across the city.



*"Citizens need greater access to Services in their neighborhoods."*

- Agencies will make services available through new offices, the mail, through drop-off boxes, and through an "electronic government" with on-line internet information, registrations, and transactions.

*"The city should enforce regulations more quickly and consistently."*

- Regulatory agencies will improve the speed and frequency of inspections
- Agencies will streamline the adjudication process with additional hearings,
- Agencies will pursue legislative initiatives to make the regulatory process less burdensome for the public.

*"Government employees should be held accountable for producing results."*

- Personnel managers will improve the recruitment and development of employees to ensure they meet the highest standards of competency, commitment, and integrity.
- This process will also be affected through the implementation of the Management Supervisory Service and the performance accountability process.